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QUESTION 1

Which of the following is an objective/are objectives of the service strategy stage of the service lifecycle?

1.

 Providing an understanding of what strategy is

2.

 Ensuring a working relationship between the customer and service provider

3.

 Defining how value is created

A. 1 only

B. 2 only

C. 3 only

D. All of the above

Correct Answer: D

QUESTION 2

Which process includes business, service and component sub-processes?

A. Capacity management

B. Incident management

C. Service level management

D. Financial management

Correct Answer: A

QUESTION 3

Which one of the following would NOT involve event management?

A. Intrusion detection

B. Recording and monitoring environmental conditions in the data centre

C. Recording service desk staff absence

D. Monitoring the status of configuration items

Correct Answer: C

QUESTION 4

In which core UIL publication can you find detailed descriptions of service catalogue management, information security management, and supplier management?

A. Service strategy

B. Service design

C. Service transition

D. Service operation

Correct Answer: B

QUESTION 5

Which areas of service management can benefit from automation?

1.

 Design and modeling

2.

 Reporting

3.

 Pattern recognition and analysis

4.

 Detection and monitoring

A. 1, 2 and 3 only

B. 1, 3 and 4 only

C. 2, 3 and 4 only

D. All of the above

Correct Answer: D

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